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COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

APPLICATION OF

WASHINGTON GAS LIGHT COMPANY

CASE NO. PUE-2002-00178

**For approval of a plan to
remedy billing errors**

HEARING EXAMINER'S RULING

July 15, 2002

On March 25, 2002, pursuant to 5 VAC 5-20-100 B of the Commission's Rules of Practice and Procedure ("Rules"), Washington Gas Light Company ("Washington Gas" or "Company") filed a Petition for approval of "certain aspects" of its plan to remedy billing errors. Washington Gas requested the Commission approve its plan to use the annual leak survey program to identify customers who have been billed incorrectly.

By Order dated April 10, 2002, the Commission docketed the matter; determined that the matter should be treated as an Application pursuant to 5 VAC 5-20-80 A of the Commission's Rules; assigned the matter to a Hearing Examiner; and directed any interested party and the Commission's Staff to file with the Commission by May 10, 2002, a responsive pleading to the Application or a request for hearing or both a responsive pleading and a request for hearing. The Company was also directed to provide public notice of its Application.

On May 9, 2002, Staff filed a Motion for Extension in which it asked that the deadline for interested parties and Staff to file responsive pleadings be extended from May 10, 2002, to May 24, 2002. In support of its Motion for Extension, Staff stated that the additional time would allow Staff and other interested parties to reach agreement on a number of issues addressed in Washington Gas's Application. Staff's Motion for Extension was granted by a Hearing Examiner's Ruling dated May 9, 2002.

On May 22, 2002, the Company filed a Motion for Extension, requesting that the deadline for interested parties and Staff to file responsive pleadings be further extended from May 24, 2002, to June 21, 2002. In support, Washington Gas maintained that additional time was needed for parties to reach agreement on a number of issues addressed in the Company's Application. The Company's Motion for Extension was granted by a Hearing Examiner's Ruling dated May 23, 2002.

On June 21, 2002, Washington Gas filed a Joint Stipulation, which it claimed if approved, would resolve all issues related to the remediation of billing errors. Washington Gas represented that the Staff, Division of Consumer Counsel of the Office of Attorney General ("Attorney General"), and Washington Gas Energy Services, Inc. agreed to the Joint Stipulation.

In addition, Washington Gas represented that the Arlington County Citizen and Consumer Affairs and the Fairfax County Consumer Protection Division will support the Joint Stipulation before their respective County Boards of Supervisors. Also, on June 21, 2002, the Staff filed a letter in support of the Joint Stipulation.

In addition, on June 21, 2002, the Attorney General filed comments in favor of the Joint Stipulation and requested a public hearing for affected current and former customers to present their individual views to the Commission. In support of his request for a public hearing, the Attorney General maintained that there is significant public interest and that a public hearing is vital to the public trust and confidence. During the course of this matter, requests for public hearings were received from Fairfax County on May 9, 2002; the City of Fairfax on May 13, 2002; and Arlington County on May 23, 2002. I agree that the matter should be set for public hearing in Northern Virginia to permit affected current and former customers to present their views to the Commission. Accordingly,

IT IS DIRECTED:

(1) That public hearings are hereby scheduled for September 9, 2002, at 2:00 p.m. and 7:00 p.m. at the Fairfax County Judicial Center, General District Court – Traffic Division Courtroom 1-D, 4110 Chain Bridge Road, Fairfax, Virginia 22030.

(2) That on or before August 23, 2002, Washington Gas shall cause to be completed the following public notice to be published as either classified or display advertising once a week for two (2) consecutive weeks in newspapers of general circulation throughout the Washington Gas area of service within the Commonwealth of Virginia and shall on or before August 23, 2002, serve a copy of this Ruling upon the Chairman of the Board of Supervisors of any county, the Mayor or Manager of any city or town, and any equivalent officials in counties, cities, and towns having alternate forms of government, within the Company's service territories in Virginia:

**NOTICE TO THE PUBLIC OF A HEARING
ON AN APPLICATION BY WASHINGTON GAS LIGHT COMPANY
FOR APPROVAL OF A PLAN TO REMEDY BILLING ERRORS
CASE NO. PUE-2002-00178**

On March 25, 2002, Washington Gas Light Company ("Washington Gas" or "Company") filed with the State Corporation Commission ("Commission") an application for approval of "certain aspects" of a plan to remedy billing errors. The Company specifically requests that the Commission approve its plan to use the annual leak survey program to identify customers who have been billed incorrectly.

Public hearings on the application to approve a plan to remedy billing errors will be held on September 9, 2002, at 2:00 p.m. and 7:00 p.m. at the Fairfax County Judicial Center,

General District Court – Traffic Division Courtroom 1-D, 4110 Chain Bridge Road, Fairfax, Virginia 22030, to receive comments from members of the public and evidence on the application.

Any person not participating as a respondent may give oral testimony at the public hearing as a public witness. These persons should arrive at the hearing location at least 15 minutes before the start of the hearing and contact the Commission's Bailiff.

Individuals with disabilities who require an accommodation to participate in the hearing should contact the Commission at least seven (7) days before the scheduled hearing date at 1-800-552-7945 (voice) or 1-804-371-9206 (TTD).

All written communications to the Commission concerning the Company's Application must be addressed to Joel H. Peck, Clerk of the State Corporation Commission, c/o/ Document Control Center, P.O. Box 2118, Richmond, Virginia 23218-2118. All correspondence regarding the Company's Application must refer to Case No. PUE-2002-00178.

WASHINGTON GAS LIGHT COMPANY

(3) That on or before September 6, 2002, the Company shall file with the Clerk of the Commission proof of the publication and service of the notice prescribed above. Service of the notice prescribed above shall be made by first-class mail or hand-delivery to the customary place of business or residence of the person served. Proof of the service of notice prescribed above shall, at a minimum, consist of an affidavit, together with a list of the names and addresses of the persons or entities served.

Alexander F. Skirpan, Jr.
Hearing Examiner